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What is a Canvio® Home device?	**Canvio Home is a Network-Attached Storage device that is designed to be very easy to install and use to back up, share, and remotely access the files from your computers.**
Where can I get a user's manual for my Canvio® Home?	**http://www.toshibastorage.com/canviohome**
What is the warranty on the Canvio® Home?	**Please see the warranty information which is included with your Canvio® Home Product.**
How do I know if my Canvio® Home device is working correctly?	**The Canvio® Home NAS device is working correctly when the LEDs are steadily illuminated.**
How do I know if my Canvio® Home is correctly connected to my network?	**With your PC connected to the same network as the Canvio Home in Windows® 7, Windows® 8, or Windows® Vista open the start menu and click on "Computer".** **In Windows® XP, open the start menu and click on Network. In the left panel of the window that opens, click on "Network".** **If the Canvio® Home is connected correctly, you should see the device name of the Canvio® Home.** **In Windows® 7 and Windows® 8, it should show up twice: once under storage, and once under media.**
How do I install Canvio® Home on my Windows PC?	**You will need to be connected to the internet on the same network where the Canvio® Home is plugged in.** **Download the launcher software from http://www.toshibastorage.com/canviohome**
How do I update my Canvio® Home firmware and software?	**When there are updates available, and the UPDATES light is blinking on your CanvioHome GUI, you simply click the light, and a dialogue box will open to confirm that you want to download and install the new updates.** **Since these updates may involve downloading large files, it is recommended that you do this at a time when you will not be using your Canvio® Home or your PC.** **Once you click OK, the download will be automatic. When the installation begins, you may need to confirm that it is OK to do the installation of the update.** **Please refer to the user's manual for more details.**

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How do I install my Canvio® Home app on my phone, my tablet?	**iPhone® and Android™ applications are available for your phone or tablet in the App Store or Google Play store, free of charge. Search for "Canvio" to find the app.**
How do I update my Canvio® Home app on my phone, my tablet?	**iPhone and Android applications are updated on your phone or tablet by the App Store or Google™ Play store in the same way as any other app on those devices.**
Should I leave my Canvio® Home powered on all the time?	**If you plan to access your Canvio® Home frequently or if you plan to access it remotely, then it is recommended to leave it turned on.**
How much power does my Canvio® Home use?	**Your Canvio® Home consumes a maximum of 14 Watts when being accessed constantly. To reduce power consumption when you will not be accessing it very often, and when you can afford to wait an extra few moments on the first access after a prolonged (> 10 minutes) period of no accesses, then we recommend enabling HDD Standby, which will allow the Canvio® Home's hard drive to spin down and go into sleep mode. This will reduce the power consumed to approximately 2 Watts. This feature may be found on the Settings page.**
How does iTunes™ work with my Canvio® Home?	**The iTunes™ server is enabled by default on your Canvio® Home. When your PC is on the same local network as the Canvio® Home, you can simply find the Canvio® Home in the left-hand panel in iTunes under "SHARED". If you click on the Canvio® Home in this list, its music library will be displayed by iTunes™, and songs can be played directly in the same way as from your hard drive on your PC.**
How does the Canvio® Home protect the privacy of my data?	**The Canvio® Home is physically located inside the security of your own home. A user name and password are required to perform administrative tasks and to access the private share of your Canvio® Home. Private shares can be set up with access restricted to just specific users.**

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How can I reset the Canvio® Home to factory settings?	**From the Canvio® Home software, open the Settings screen, and click "Advanced". Your browser will open to the advanced management interface to the Canvio® Home.** **You will need to log in using your administrator credentials.** **After logging in, click on the "Advanced" button on the left of the screen. Click on "Configuration Backup/Restore". Scroll down the page to "Restore Default Configuration", and click the "Restore" button within that box. Note that this will erase all user data on the Canvio® Home, as well as any users and shares that have been set up on the box.**
How do I uninstall the Canvio® Home Software?	**On Window® XP, Windows® 7, or Windows® Vista, go to the Start menu, click on All Programs, scroll down the list and click on Toshiba. Click on Canvio Home, then click on Uninstall Canvio Home.** **On Windows® 8, go to the Start screen and locate the Uninstall Canvio Home tile, click on it and follow the instructions.**
How do I ensure my private information is deleted from the Canvio® Home when I dispose or repurpose the Canvio Home?	**Resetting the Canvio® Home to factory settings deletes the directory information that allows easy display of the information, but it does not actually physically erase the data from the disk. If you are concerned about the absolute security of your information, use a third party data deletion program to ensure that the data is completely erased from the disk.**
Who can see the data on my Canvio® Home?	**The default settings for the software upload your media and other files that you select into the Public share on the Canvio® Home. That enables any user on your local area network (LAN) to access that information.** **The initial setup also creates a private share that can only be accessed using the username and password that you entered during the setup process. You can add or delete users to the list of people you want to grant access to that share by using the Settings screen.**
How do I create a backup using Canvio® Home Software?	**From the Canvio® Home screen, select the FULL SYSTEM BACKUP button and follow the on-screen instructions. Refer to the user's manual for more details.**

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What is a backup image?	**A backup image is a complete copy of the data that is on your PC's hard drive, which can be used later to recover your PC to the state when the backup image was created.**
Windows said that the device driver for Canvio® Home is not installed, what does that mean?	**No driver is required to use your Canvio® Home device, so this error message may be ignored.**
Is a "drive letter" mapped for my Canvio® Home?	**Yes, this happens automatically during the installation process. If you are the first user, it should map 2 drives: one to the Public Share, and one to the Private share that was also created automatically.**
Can I map a drive letter to my Canvio® Home?	**Yes. The method for this varies with different versions of Windows, but Canvio® Home may be mapped to a drive letter in the same way as any other network server. For example, in Windows® 7, open Windows® Explorer to "Computer", Click on "Map Network Drive" near the top of the window. In the dialogue box click "Browse" and you should be able to find the Canvio® Home shares (including Public) on the network.**
Can I copy files to/from the Canvio® Home using Windows Explorer?	**Yes. This may be done in several ways. When you install Canvio® Home software, the Canvio® Home device's Public share (and a private share if you are the first PC to install with that device) is mapped to a drive letter such as Z: on your computer. You can simply open "My Computer" or "Computer" and find the name of your Canvio® Home, and double-click to open it in Windows® Explorer. You can then create folders and copy files just as you would with a locally attached drive.**
How do I access the folders on my Canvio® Home in Windows® Explorer?	**This varies with different versions of Windows®, but the Canvio® Home software should have automatically mapped its Public folder to a drive letter on your system. By opening "Computer", you should see Public listed as a mapped drive. Double-clicking it will open it.**
How do I upload files onto my Canvio® Home using the Canvio® Home software?	**In the Canvio® Home GUI click on the FILE/ FOLDER UPLOAD button and follow the prompts.**

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How can I see how full my Canvio® Home is?	**In the Canvio® Home GUI there is a fill gauge which indicates the percent full of the Canvio® Home NAS device.**
How do I connect a USB printer to my Canvio® Home?	**To set up a network printer** **1. Connect a USB cable to the printer and to the USB port on the back of your CANVIO® HOME device.** **2 The printer name and icon will appear listed in your network. Double-click the printer icon.** **3 Select or install the printer driver.**
When I launch the Canvio® Home software, I get a windows security alert saying that "Windows Firewall has blocked some features of this program".	**Check the box that corresponds to the network type (Private or Public) in which you will be using the Canvio® Home software and click on the "Allow Access" button. This will enable it to communicate through that network to your Canvio® Home.**
When I try to connect to my Canvio® Home while a backup is in progress, I sometimes cannot connect. Is this normal?	**Yes, this is due to the high data traffic induced by a system backup. Try accessing again after the backup has completed.**
I cannot access my Canvio® Home with my smartphone when the phone is connected to the wireless network in my home. What am I doing wrong?	**If there is an Ethernet switch in your network between your Canvio® Home and your wireless router, it may be blocking the DLNA protocol which is used by the Canvio® Home to transmit information inside your LAN. Try connecting the Canvio Home directly to the wireless router.**
When I try to do a bare-metal restore using the rescue disk, my mouse and keyboard do not work.	**Make sure your keyboard and mouse are plugged into USB 2.0 ports on your PC. Earlier versions of the system backup software did not yet have support for USB 3.0.**
When I try to enable remote access to my Canvio® Home from the Settings screen, no PIN is displayed.	**This may be due to a problem in your internet router's ability to resolve the internet address of the server that provides the PIN information to your Canvio® Home. Please check that your router's firmware is up to date by going to the web site for the router.** **Also try to turn remote access off and back on.**
Why do some photos look bad on my mobile device?	**The full resolution image takes time to load from the Canvio® Home to your device. Before the full load is complete the low resolution thumbnails are displayed instead.**

What if I lose my connection while downloading a file remotely? Will the download restart if I reconnect?	**No.**
Why do some of my videos stream remotely OK and others are constantly buffering?	**The ability of a device to play a video depends on a number of factors. Some of these factors include video resolution, file format type, and network speed.**
I just uploaded a large number of files. I can see them in Windows® Explorer. Why can't I see them in the Canvio® Home software?	**Media (photos, videos & music) that is uploaded to Canvio® Home is indexed so that it can be organized and displayed to the user in different ways (such as by name or by date). When a large number of files have been uploaded, indexing can be a lengthy process. While Canvio® Home is indexing, playback and other functions may be significantly slower than normal.**
Can I add another Canvio® Home to my network and access both remotely?	**Yes, but the Canvio® Home software can only access one Canvio® Home device at a time.**
Why does it take so long to back up my system?	**Backup time depends on the amount of data to be backed up and the speed of the network. The more data to be backed up and the slower the network speed the longer the backup will require to complete.**
Why do I suddenly get an error saying (filename) is not playable when I have been playing it for some time?	**One cause for this error is that the network connection between your device playing the media and the Canvio Home NAS device is too slow, or has been completely lost, and the data required to play the file is not available to continue the playback. Please check that your network connection is okay and retry the playback.**
I deleted some files I had uploaded to the Canvio® Home. When I try to upload them again the Upload button is greyed out. Why? How can I re-upload these files?	**Canvio® Home keeps a list of files that have already been uploaded. Deleting the file that contains that list will allow them to be uploaded again.** **In Windows® 7 the file is located in a subdirectory of C:\users*user name*\AppData\Roaming\ArcSoft\TotalMedia Backup\2.0.** **In Windows® XP it is in a subdirectory of C:\Documents and Settings*user name*\Application Data\ArcSoft\TotalMedia Backup\2.0. The file name is of the form "{. . . }.db".**
Do I need to use the Canvio® software to access my content remotely?	**Yes.**

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Do I need to use the Canvio® software to access my content locally?	**No. Windows® Explorer or similar shells do the job as well. Windows® Media Player, for example, can be used to play media contents.**
Why do I frequently lose my remote connection?	**Check the network connection, router, ISP.**
I changed the device name during setup but the device has still not completed setup. What should I do?	**Rerun the setup.**
Why will some of my content play on one device but not another?	**A codec file is required to play each media type. Canvio® Home uses the codecs that are already installed on the device and each device may have a different set of codecs.**
Can I share a single file or folder with a friend or associate?	**Yes. One needs to create a specific private share and let specific users access it.**
How can I recover data from my failed Canvio® Home?	**PLEASE MAKE SURE TO BACK UP ALL DATA ON ALL CANVIO® HOME DEVICES. TOSHIBA WILL NOT BE LIABLE FOR ANY DAMAGE OR LOSS OF DATA, OR ANY OTHER DAMAGE RESULTING FROM FAILURE OR MALFUNCTION OF THE CANVIO® HOME PRODUCT. WHEN COPYING OR TRANSFERRING YOUR DATA, BE SURE TO CONFIRM WHETHER THE DATA HAVE BEEN SUCCESSFULLY COPIED OR TRANSFERRED. TOSHIBA DISCLAIMS ANY LIABILITY FOR THE FAILURE TO COPY OR TRANSFER THE DATA CORRECTLY OR FOR ANY LOSS OF DATA.**